
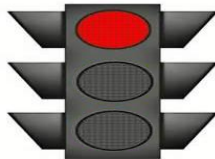
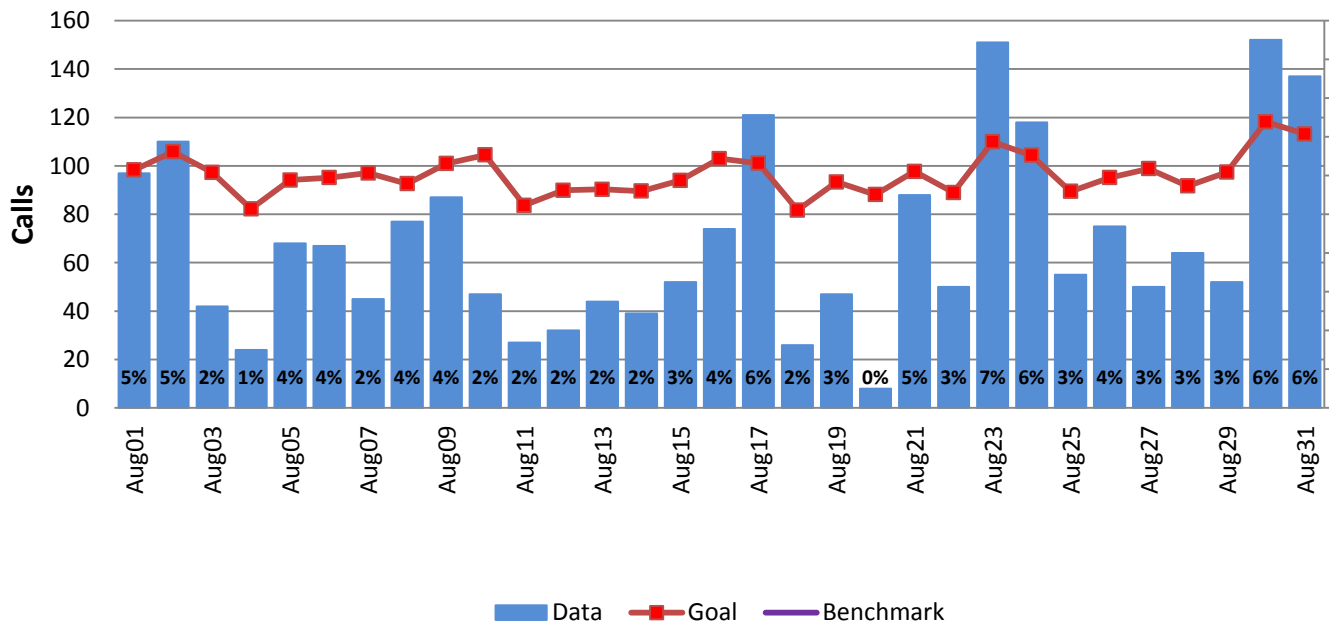


EMA/MetroSafe - 911 Call Answer Time
Emergency Management Agency
10/7/2013

| Measurement method | | Why measure? | | What is our goal? | |
|--|------------------------------|---|--|---|---|
| The number of 911 calls that were not answered by a 911 call taker within 15 seconds | | To help enable the quickest possible response to emergency calls | | < 5% of calls answered outside of target time of 15 seconds | |
| How are we doing? | | | | | |
| Aug01-Aug31 Monthly Goal | Aug01-Aug31 Monthly Total |  | Aug31 Goal | Aug31 Actual |  |
| 2,988 | 2,126 | | 113 | 137 | |
| Calls | Calls | | Calls | Calls | |
| | | | Performance Stoplight Key | | |
| | | | Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data | | |

EMA/MetroSafe - 911 Call Answer Time



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